



Problem Resolution Report



COSD Contract no. 537863

Assets Refresh

HP/CoSD-106

Date: March 28, 2013

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and HP Enterprise Services, LLC ("HP" or "Contractor") (hereinafter collectively referred to as "the Parties") originally dated January 24, 2006 and restated on April 5, 2012 ("the Agreement"), agreement is reached on the date shown above.

Issue or Problem:

The Agreement provides that Each Contract Year, 25% of the Standard PCs, Engineering Workstations and Network Printers, 33% of Laptops, Ultra-Portable Laptop, Ruggedized Laptops, Convertible Tablets and Engineering Laptops, are refreshed following a straight line methodology (25% or 33% of assets evenly refreshed over 12 months).

In order to comply with the contractual refresh obligations and because of the limited volume of some of type of assets deployed in the last few years, every year a number of assets need to be replaced when they still have an extensive life remaining.

Resolution:

The Parties agree to amend the refresh obligations under the Agreement, so that all desktop assets are refreshed based on the years of deployment in the County environment so that they do not stay in the County environment longer than 4 years for desktop Standard PCs, Engineering Workstations and Network Printers and 3 years for laptops and tablets. Therefore:

1. Each Contract Year, each Standard PC, Engineering Workstation and Network Printer that will become 4 years of age will be planned for refresh during that Contract Year.
2. Each Contract Year, each Laptop, Ultra-Portable Laptop, Ruggedized Laptop, Convertible Tablet and Engineering Laptop that will become 3 years of age will be planned for refresh during that Contract Year.
3. Sections 4.4.3.2.1 – Standard PCs; 4.4.3.2.7 – Laptops; 4.4.3.2.7.a – Ultra-Portable Laptop; 4.4.3.2.8 – Engineering Workstation; 4.4.3.2.9 – Ruggedized Laptops; 4.4.3.2.10 – Convertible Tablets; 4.4.3.2.11 – Engineering Laptops and 4.9.2.3 for the Network Printers are hereby amended as per Attachment 1 to this PRR.
4. The table in Schedule 4.4. - ASSET UPGRADE AND REFRESH is hereby deleted in its entirety.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the



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Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

HP ENTERPRISE SERVICES, LLC

By: John M. Pellegrino

By: Max Pinna

Name: JOHN M. PELLEGRINO

Name: Max Pinna

Title: Director Department of Purchasing
and Contracting

Title: Contracts Manager

Date: 4-4-13

Date: March 28, 2013

J. M. HUBSON

Schedule 4.3 – Operational Services

4.4.3.2.1. Standard PCs

Standard PCs hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. For the first Contract Year, the standards will be those in effect with the Legacy Provider as of the date of Cutover for this Service Framework. The process to set Standard PCs hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Standard PC hardware will be refreshed within a 4-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 4-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

4.4.3.2.7. Laptops

Laptops hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. For the first Contract Year, the standards will be those in effect with the Legacy Provider as of the date of Cutover for this Service Framework. The process to set Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Laptop hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 3-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Laptop assets will be provisioned with hard drive encryption services.

4.4.3.2.7.a Ultra-Portable Laptop

Ultra-Portable Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Ultra-Portable Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Ultra-Portable Laptop hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 3-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Ultra-Portable Laptop assets will be provisioned with hard drive encryption services.

4.4.3.2.8. Engineering Workstations

Engineering Workstations are intended to provide additional computing power not available through the Standard PC resource unit. The process to set Engineering Workstation hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Engineering Workstations hardware will be refreshed within a 4-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 4-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

4.4.3.2.9. Ruggedized Laptops

Ruggedized Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Ruggedized Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Ruggedized Laptop hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 3-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Ruggedized Laptop assets will be provisioned with hard drive encryption Services.

4.4.3.2.10. Convertible Tablets

Convertible Tablet hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Convertible Tablet hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Convertible Tablet hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 3-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Convertible Tablet assets will be provisioned with hard drive encryption services.

4.4.3.2.11. Engineering Laptops

Engineering Laptop hardware standards will be determined yearly and updates to hardware will go into effect at the start of each Contract Year. The process to set Engineering Laptop hardware standards will be based on recommendations made by the Contractor and approved in writing by the County. Each model selected for a standard should be available from the manufacturer for the entire Contract Year.

The Engineering Laptop hardware will be refreshed within a 3-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 3-year cycle. Hardware and core software that meet the current Contract Year standards (defined on an annual basis during the preceding Contract Year) will be deployed as part of the refresh process.

Engineering Laptop assets will be provisioned with hard drive encryption services.

4.9.2. Network Printer Services High Level Requirements

4.9.2.1. [Unchanged]

4.9.2.2. [Unchanged]

4.9.2.3. The Network Printer hardware will be refreshed within a 4-year cycle from initial installation as recorded in the Assets Management System. The asset refresh shall not be performed later than two months after the expiration of the 4-year cycle.